

# TRICARE *Europe* COMPASS



TRICARE Europe Office  
Unit 10310  
APO AE 09136

Web Site: <http://www.europe.tricare.osd.mil>

Apr - Jun 2002

## TRICARE Training at Naval Hospital Naples a Success

By Lt Col Thomas Haines  
Chief, Regional Operations

Members of the TRICARE Europe Office Staff conducted a Basic Benefits Course in Naples Italy 14-16 January 2002. Twenty-eight individuals attended the training from the Navy Hospital Naples, other MTFs in Italy, Turkey, Spain, United Kingdom, and Germany, as well as remote site Points of Contact from Greece and Egypt.

Topics presented at the Course included the history of TRICARE, the organization and concept of operations of TRICARE, the basic TRICARE benefit, claims processing, and many others.



The overall objective of the course was to provide basic, introductory instruction to newcomers to the TRICARE business.

The idea for the course arose when the NH Naples leadership recognized a need for a number of their staff to receive TRICARE training. However, the MTF could not afford to send all those individuals to the TBASCO Course conducted by the TRICARE Management Activity in Aurora Colorado. Further, there was a need to train these individuals in overseas-unique aspects of the program which the TBASCO course does not address. The leadership at NH Naples called TEO and asked to have a course – similar to the workshop held in Mainz Germany in August – brought to Naples. TEO agreed, but only if it would be opened up to others in the Mediterranean region in need of training.

The feedback from the course participants was very positive. Specifically, the small class size, the informal and relaxed learning environment, the ability to focus on overseas-unique issues, and the considerable cost-savings all were cited as elements that contributed to a very successful training event.

We anticipate the need for this type of training will continue; therefore TEO would like to offer similar training events throughout the year. There are plans underway to conduct a benefits training in Germany in early fall. TEO will provide the instructors and the training materials; the hosting facility must coordinate billeting, classroom, and other local logistical requirements; and attendees' organizations will be responsible for funding travel.

*If you have an interest in attending or hosting one of these events in your area please contact:*

**TRICARE Europe Regional Operations  
Division**

**Mrs. Uli Engel @**

**[Uli.engel@europe.tricare.osd.mil](mailto:Uli.engel@europe.tricare.osd.mil) or**

**DSN: 496-6320 or**

**Commercial: (49) 6302- 67- 6320**

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*"It's not the length of life, but the depth of life."  
Ralph Waldo Emerson*

**By CAPT Barbara Vernoski, USN**  
Executive Director

On behalf of BG Ursone, I once again want to thank all of the MTF Commanders and their staffs for the outstanding care and service they continue to provide our military families in the region. Despite rising operational tempos across all three services, you continue to manage competing priorities and do what's right for the patient and their families. Know that the TRICARE Europe Office staff greatly appreciates all you are doing to provide the best in military healthcare!

Once again, many of us had the opportunity to attend the annual TRICARE conference. Our region started the conference a day early by holding our TRICARE Europe Council meeting on Sunday afternoon. There we heard about some of the tremendous healthcare initiatives you are involved in including Open Access, the WIC Overseas Program, and Medical Logistics Standardization. We received an update on our regional Population Health Study on Major Depressive Disorder, and kicked off our latest initiatives of TRICARE On Line and the development of a regional process for review of our PPN referrals. Thanks to everyone who presented, and to those of you who attended.

This year's TRICARE Conference reflected the direction our new Health Affairs leaders are moving our Military Healthcare System (MHS). Dr. Winkenwerder's opening comments, which outlined his four goals for the 'course changes' in the MHS.

Dr. Winkenwerder made it very clear that his top priority is to improve force health protection and medical readiness. In light of the events of 11 September, this requires everyone to focus on initiatives that will improve medical surveillance efforts in the area of biological and chemical warfare (including immunization programs), and improve the overall training of military healthcare personnel to better prepare them to respond to acts of terrorism.

Second, Dr. Winkenwerder emphasized the need to stay focused on continually improving TRICARE performance by applying revised business approaches to our contracting and financial management practices. We must also change the way we measure performance by targeting outcomes relative to our healthcare business and comparing them to industry benchmarks. When it comes to serving our beneficiaries, we must take the burden for addressing problems away from the soldiers, sailors, airmen, and marines by better anticipating those issues and solving them at the lowest level.

Third, he stressed the need to reach out and develop relationships with military beneficiary representatives, our colleagues in the Veterans' Administration, HHS and Congress. This will allow us to move from having high priority items defined **by** others, to having them defined **with** others.

Finally, Dr. Winkenwerder said we must do everything possible to ensure our



**Captain Barbara Vernoski**  
TRICARE Europe Executive Director

ability to continue to recruit and retain the finest team of healthcare professionals in the country. This will require us to improve our personnel planning practices, and devise ways to reward individuals for their continued outstanding performance.

Once again, the tide is changing and challenging us all to make adjustments that will further improve our healthcare delivery practices and patient care outcomes. Our challenge to you today is to begin working with your outstanding clinic and MTF/DTF teams to make these four goals an integral part of your daily practice.

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*Readers with questions, comments, concerns, suggestions or readers submissions should contact:*

*Mr Troy Kitch, Public Affairs Officer, TRICARE Europe Office,  
@ DSN: 496-6315, or Comm: 49-0-6302-67-6315.  
The TRICARE Europe Public Affairs e-mail address is:  
teo.pao@europe.tricare.osd.mil*

*Publisher.....Captain Barbara Vernoski, USN*

*Managing Editor.....Captain Cynthia DiLorenzo, USN*

*Editor.....Lt Col Thomas Haines*

*Photographic Support.....Mrs. Bonita Ducharme*

*Technical Designer.....Mrs. Bonita Ducharme*

## The TRICARE Europe Preferred Provider Network (TEPPN)

**By Martin Hollingworth**  
Partnership and Preferred  
Provider Coordinator



The main purpose of the TEPPN is to provide TRICARE Europe Prime beneficiaries access to Host Nation Health Care Providers (HNHCP) when needed health care is not available through the military system. Another is to ensure that the HNHCP receives timely payment for their services from government payment systems. These government payment systems ensure that the TRICARE Prime beneficiary that is either referred by the MTF, or needs emergency medical care, does not have to pay up-front for the HNHCP services.

Each HNHCP joins the TEPPN by completing a TRICARE Europe Memorandum of Understanding (TEMOU). When signed by both parties, this TEMOU confirms an understanding between the HNHCP and the local U.S. Military Commander. HNHCPs that sign an MOU are there after known as "Preferred Providers" and receive a TEPPN certificate, which they display in their facility's administration or Doctor's office.

This however was not always the case. In the past, patients that could not be seen in a military treatment facility were often left to their own devices to find a HNHCP and also make their own arrangements for settling their civilian medical bills. When patients did not pay their bills the next American patient that tried to use the same provider was often asked to pay staggering amounts of cash up-front, or look elsewhere for their care. Recognizing that quality HNHCPs were quickly becoming an important and integral part of military health care overseas, steps were then taken to plan systems that could remove the provider's reluctance to treat American patients. This was achieved by inviting local HNHCPs to attend town-hall type meetings to learn how the new system would work and how they could get paid, normally within 30 days.

To date, we have processed some 2,500 providers that have agreed to treat TRICARE Europe beneficiaries under the terms of this TEMOU. These providers are listed on our home page and can be reviewed and searched for in a variety of combinations. You can search by either their last-name, their professional specialty, the city where they practice or even by the Military Treatment Facility that brought them into the network. By clicking on the individual provider's name, you can view all the HNHCPs data to include telephone numbers, exact office address, and the name of the provider's network coordinator in the local MTF.

If the provider's services are needed but the MOU has expired the network coordinator is responsible to renew it. This is essential because by renewing the MOU it guarantees that the provider cannot demand up front payment and will file the claim, assuming of course that the patient is a TRICARE Prime beneficiary who has been authorized civilian care. If the provider's services are no longer required, the provider's data should be removed from the database selection.

For details on how to remove HNHCPs from the database or further information on any aspects of the TRICARE Europe Preferred Provider Network, please contact:

***Mr. Martin Hollingworth at***

***the TRICARE Europe Office:***

***DSN: 496-6319 or***

***Commercial: (49) 06302-67-6319 or***

***email: martin.hollingworth@europe.tricare.osd.mil***

***To access the PPN database on our home page go to:***

***<http://www.europe.tricare.osd.mil/ppn/ppnport.asp>***

### Update on Host Nation Provider Comment Card

**By Deann Haase**  
Data Systems Analyst

We all want to ensure that our beneficiaries receive the highest quality healthcare. We have developed the TRICARE Europe Host Nation Comment Card to access the quality of care our beneficiaries are receiving from host - nation providers.

Please encourage those beneficiaries who are referred to host nation providers to complete the comment cards. They may be completed online at the website below or by printing out a copy which can then be mailed to the TRICARE Europe Office. Postage is free through the Military Postal System for patients who prefer to fill out the hard copy.

***<http://www.europe.tricare.osd.mil/main/hpe/commentcard.asp>***

## Population Health Study - Major Depressive Disorder

**By Lt Col Liz Robison**

*Chief, Healthcare Operations Division*

In the most recent edition of "Plain Talk about TRICARE," Mr Thomas Carrato, the Executive Director for TMA, notes in TRICARE's ongoing quest for clinical excellence, one of our tenets is the "use of best, evidence-based clinical practices and a population health approach." TRICARE Europe is embodying this approach with regional support for the first population health study. The study targets the treatment of major depression, aligning the elements of this study closely with the evidence-based, DoD/VA Clinical Practice Guideline (CPG) on Major Depressive Disorder (MDD), which began beta testing at selected Army MTFs in February 2001. This targeted population health study provides an opportunity for regional analysis and process improvement, comparing performance measures and outcome indicators noted in the CPG to our specific Region based on information within our electronic data sources. The focus for the data analysis targeted the management of MDD in adults within the primary care setting. This population health study had some limitations, since the data elements targeted were only those available in our electronic data systems; the DoD/VA CPG targets other information that can only be obtained through manual chart review. Recognizing the arduous task of manual chart extraction, only variables available through electronic data were analyzed. Prior to the TRICARE Conference in February 2002, the TRICARE Europe Council (TEC) members met and received a briefing regarding the initial study results from SAIC's Senior Clinical Scientist, Dr David Klubert.

The study group's conclusions noted the following:

- \* Significant potential for using electronic administrative data to track the course of therapy and improve the CPG
  - \* Significant optimization opportunities for the management of MDD
    - \* Pharmacologic management with SSRI
      - \* Increased use of citalopram
- \* Early identification of patients with high co-morbidity conditions for case management
- \* Increasing the specificity of coding will enable future reporting of patient severity, remission/outcome, and allow for further control of risk factors such as alcohol abuse, past psychotic conditions, etc.
- \* Improving CHCS data capture will enable more reliable incorporation of stratification variables such as marital status
- \* Standardizing CHCS look-up tables across servers will facilitate clearer and more standardized reporting

TRICARE Europe will continue to work with SAIC on this targeted population health study to allow further data extraction and comparison.

*For more information on the DoD/VA CPG on MDD, link to the U.S. Army MEDCOM Quality Management Office website: <http://www.cs.amedd.army.mil/qmo/depress/depress.htm>;*

*for a copy of the TEC presentation, contact Lt Col Robison @ [elizabeth.robison@europe.tricare.osd.mil](mailto:elizabeth.robison@europe.tricare.osd.mil).*

**FEEDBACK:** The information in this column features frequently asked questions from beneficiaries and the answers provided by the TRICARE Europe Office.

**Question:** I had a scheduled appointment last week and am currently trying to fill out your Customer Comment Card online. However it seems I need to download information in order to have the access needed to complete this task. I truthfully don't have the time it requires or the patience. I find it difficult to navigate through this site. It's hard when you are not literate with computers and is even more difficult when frustration takes over and makes you not complete the task. Why do you need a login and access code for a simple questionnaire. I find it ridiculous.

**Answer:** Thank you for your feedback message to the TRICARE Europe web site. The online Host Nation Customer Comment Card does not require a user ID or password to submit the comment card. Only the Comment Card administration system used by the MTFs requires a user to login. I suspect you were given the wrong URL to submit a comment card. The correct website to access is:

**<http://www.europe.tricare.osd.mil/main/hpe/commentcard.asp>**

The online Customer Comment Card is a new feature that TRICARE Europe hopes will help improve the Preferred Provider Network. I hope that you will take time to go back and submit a card for your recent visit. Your feedback is invaluable, both for the PPN and for the TRICARE Europe website. Please continue to submit any questions, comments, or ideas we can use to make the TRICARE Europe web site more user - friendly.



## TRICARE Management Agency Introduces Population Health Resources

By MAJ Kevin M. Forrest  
Population Health

The first edition of the "DoD Population Health Improvement Plan (PHIP) and Guide" was officially released December 11, 2001 and will serve as a reference for planning and improving healthcare delivery programs. The PHIP outlines seven key process elements for population-based health care. These processes include identifying the population, forecasting and managing demand, managing capacity, evidence-based primary, secondary, and tertiary prevention, community outreach, and analyzing performance and health status. Section IV of the PHIP provides a detailed discussion for MTFs on the key processes, roles, and tools to implement the principles of population health improvement. Highlights include establishment of an MTF Population Health Office and identifying information management requirements to support population health.

TMA recently launched the Military Health System Optimization and Population Health Support Center (MHS OPHSC) website at:

[http://www.tricare.osd.mil/mhsophsc/mhs\\_supportcenter/](http://www.tricare.osd.mil/mhsophsc/mhs_supportcenter/)

This website provides a variety of online services:

- \* The Resource Center – provides a variety of tools and research instruments
- \* The Learning Center – promotes knowledge transfer to assist with implementation of optimization, Population Health Improvement (PHI), and the Health Insurance Portability and Accountability Act (HIPAA)
- \* The Virtual Optimized Clinic – provides knowledge on how a clinic would work that is optimized for disease and injury prevention per the PHI initiative



- \* The Digital Library – a search engine for PHI policies. The PHIP is available under the topic Population Health Improvement

[http://www.tricare.osd.mil/mhsophsc/mhs\\_supportcenter/Library/](http://www.tricare.osd.mil/mhsophsc/mhs_supportcenter/Library/)

Additionally, TMA has introduced the Health Care Reengineering website at:

<http://www.tricare.osd.mil/hcr/>

This website was designed to assist MHS staff in the field to reengineer and improve upon existing processes. Hospital "best practices" which are already developed, both internal and external to the MHS, are available for review. TMA encourages knowledge transfer through the "Initiative Submission" section of this website.

TRICARE Europe will distribute one copy of the PHIP accompanied by a CD-ROM to each MTF within the next month.



For additional information  
please call

MAJ Kevin Forrest at  
DSN: 496-6362 or

Commercial: (49) 6302-67-6362 or  
[kevin.forrest@europe.tricare.osd.mil](mailto:kevin.forrest@europe.tricare.osd.mil)

## TRICARE Europe Health Care Information Line (HCIL) Update

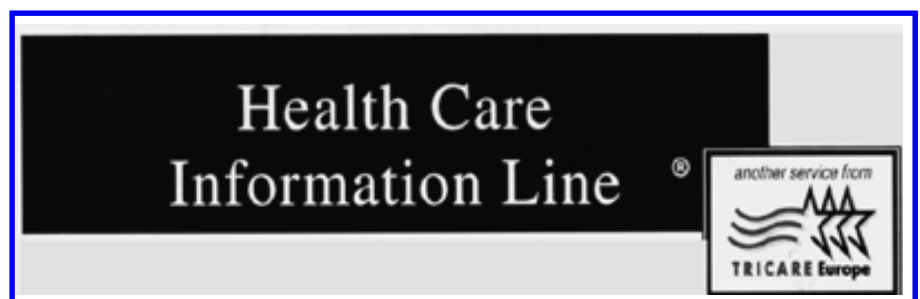
The SAIC/McKesson team was recently selected as the contractor to provide HCIL services for the OCONUS TRICARE regions. The new OCONUS HCIL contract became operational on 1 April 2002. McKesson is the current contractor so TRICARE Europe expects a seamless transition to the new contract. The new contract provides the same exceptional service TRICARE Europe beneficiaries have experienced in the past.

- \* The AudioHealth Library with information on a wide variety of health topics
- \* Highly reliable 24/7 service
- \* Specially trained nurses
- \* Recommendations for treatment options

McKesson will continue to deliver a myriad of electronic monthly utilization reports down to the MTF level. Each MTF HCIL point of contact can download these reports at

<http://www.careenhance.com>.

- \* Inbound and outbound calls by client
- \* Summary of patient encounters
- \* Summary of utilization for AudioHealth Library topics
- \* Summary of utilization for algorithm triage
- \* Member redirection/outcomes



## WIC Overseas Program Roll-Out Over Halfway Complete

By **LTC Muriel Metcalf**

*TRICARE Europe WIC Overseas Coordinator*

With the openings of the latest Women, Infants and Children (WIC) Overseas Program sites in Europe, to include Rota, Bitburg/Spangdahlem, Wiesbaden, Dexheim, and the largest site in Europe, Ramstein, the European AOR is over halfway complete. The status of continuing with openings at other designated sites (20 more remaining), is currently in a "holding pattern" pending a thorough review of funding from the Office of Management & Budget. The TRICARE Management Activity (TMA) is closely working with all involved to ensure this Quality of Life program continues its outreach. The efforts of all those involved at the current operating sites are commendable, recognizing this has truly been a community effort project, involving the support of the installation and medical commanders. The TRICARE Europe Office will keep key personnel informed as updates are received from TMA.



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## Kaiserslautern Community Opens Women, Infants, and Children Overseas Program on Ramstein Air Base

By **Lamont Olsen**

Choctaw Management Services Enterprise,  
Women, Infants, Children Program Liaison

On 19 February the largest Women, Infants, and Children (WIC) Overseas office in Europe opened on Ramstein Air Base. The Ramstein WIC office will service the entire Kaiserslautern community and has an anticipated workload of over 3000 service members and families. Many community dignitaries to include Mrs. Martin, wife of the USAFE Commander, MG William Mortensen, Commander, 21st Theater Support Command, BG Volcheff, Commander, 86th Airlift Wing, BG Loftus, US Air Force Europe Command Surgeon, BG Ursone, Commander, Europe Regional Medical Command and TRICARE Europe Lead Agent, and many other community commanders were in attendance at the ribbon cutting ceremony. In addition to the military dignitaries, several Choctaw Management/Services Enterprise personnel came to participate in the Grand Opening to include Mr. Mike Bailey, the Assistant Chief



TEO WIC Staff welcome Choctaw Enterprise Services Management Feb 2002 (left to right) Mr. Matthew Novick, (Choctaw Managing Officer), LTC Beatrice Stephens, LTC Muriel Metcalf, Mr. Lamont Olson, CAPT Barbara Vernoski, Mr. Mike Bailey (Assistant Chief, Choctaw Nation) and Mrs. Betsy Kozak.

of the Choctaw Nation, Mr. Matthew Novick the Managing Officer of CMSE, and three other tribal members.

Chief Bailey spoke to the attendees and said the Choctaw Nation was proud to provide WIC services to the Kaiserslautern Community and to all of the other 42 sites in Europe. Chief Bailey is an educator, having taught at the junior high and high school levels, and spoke of his commitment to education, especially young families. He stressed that WIC is more than a program to provide food but more importantly it is an opportunity to help young families understand the importance of good nutrition. Numerous studies by the United States Department of Agriculture have demonstrated that children on WIC have an increased IQ, their memory is better, they do better in school and have fewer medical issues. Mr. Bailey ended his presentation by noting that there is no more noble cause than increasing the health and well being of children. The program has been well received in the Kaiserslautern community with over a thousand appointments being made in the first week of operation.



**Mr. Mike Bailey**  
Assistant Chief,  
Choctaw Nation

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**\* Mark your Calendars \***

**The next WIC sites to  
open are:**

**Kitzingen - 7 May 2002**

**Giessen/Butzbach - 7 May 2002**

**Friedberg - 8 May 2002**

**Wuerzburg - 8 May 2002**

**Hanau/Buedingen - 13 May 2002**

# Service Dental Chiefs Meet

**By Dr George Schad**

*Dental Program Coordinator, SAIC*

TRICARE Europe Office hosted a recent meeting with the Senior Air Force, Army, and Navy Dental Officers in Europe. These individuals met with TRICARE Europe Office dental representatives to review a number of items that have tri - Service implications.

The meeting provided a forum to discuss various service policies on the care and treatment of dental patients and to review regional dental data. By discussing the policies jointly, the Services can develop guidelines that are compatible and consistent throughout the AOR. Collecting dental data will result in establishing a core set of metrics to analyze and improve dental care management. The meeting provided an opportunity for the current Dental Chiefs to review previously established metrics and agree on continued collection and publication. Additionally, the meeting identified some opportunities for improving outreach of the TRICARE Dental Program (TDP). TDP marketing material was reissued to meeting attendees for distribution to their respective dental clinics. Discussions highlighted the importance of advocating to military members continued family member enrollment in TDP until arrival at their OCONUS assignment. This will allow the military member to make a decision on whether to continue enrollment based on personal and local considerations. The Dental Chiefs agreed to emphasize this message at their respective dental command meetings in CONUS. Another item discussed was the importance of stressing consideration for enrolling in the TDP at OCONUS personnel out-briefings. Due to the TDP 12 month retainability rule, individuals need to be briefed prior to departure for CONUS, especially if the individual is considering retirement or separation within a year of returning to CONUS.



**COL Conrad Bodai**  
*Commander  
European Regional  
Dental Command*



**CAPTAIN Jack Bowers**  
*Commanding Officer  
US Naval Dental Center, Europe*



**Colonel Robert Tollefson**  
*Command Dental Surgeon, USAFE*

## TRICARE Dental Program (TDP) Premiums Change

Effective 1 Feb 2002, the premiums for the TDP increased slightly. This 3.5% increase is a little less than the annual increase in the dental services component of the Consumer Price Index. The increase in cost of the TDP allows the offering of an enhanced general anesthesia benefit. Though a slight increase in rates from last year, the premiums are still below the rates for Fiscal Year 1999.



Effective Date	Single Enrollment Premium Rate	Family Enrollment Premium Rate
01 Feb 2002	\$7.90	\$19.74
01 Feb 2001	\$7.63	\$19.08
01 Aug 1999	\$8.53	\$21.33



## Meet the TRICARE *Europe* Office Staff



In this quarter's "Meet the TRICARE Europe Office Staff", we want to introduce you to the Medical Service Corps (MSC) Officers of the TRICARE Europe Office. When most people think of a TRICARE Lead Agent Office, they think of Administrators; and our MSC Officers are some of the best Administrators in the military. Their wide breadth of experience, unique backgrounds, and healthcare administration knowledge ensure that the TRICARE Overseas Program is implemented, maintained, and constantly improving for the beneficiaries in the TRICARE Europe Region. The diverse backgrounds of our MSCs provide a tremendous opportunity here in TRICARE Europe - each of these individuals contributes greatly to the smooth operation of the TRICARE Program in this geographically large, complex overseas Region. So read on to **meet the MSCs of TRICARE Europe!**

### **CAPT Cindy DiLorenzo, USN**

Currently the Deputy Director of the TRICARE Europe Office, CAPT DiLorenzo is responsible for coordinating and facilitating all the TRICARE Europe Office functions. She serves as the sounding board for the Executive Director and manages the internal operations of the office, as well as representing the overseas Regions on a number of TRICARE Management Activity's Integrated Project Teams (IPT). CAPT DiLorenzo was commissioned as an Ensign in the Navy Medical Service Corps in December 1976. She received her Masters of Art Degree in Healthcare Management from the George Washington University in 1979.

CAPT DiLorenzo has had extensive experience as an Active Duty Navy Medical Service Corps officer. Some of her most unique assignments include her tour as the Administrative Officer, Naval Medical Research Unit, Jakarta, Indonesia and the Navy Medical Department's representative on the Navy's 1993 and 1995 Base Closure and Realignment Teams. She has also served as a Comptroller in two Navy Military Treatment Facilities and has been an Officer-in-Charge of a Navy Medical Clinic. Prior to her assignment to the TRICARE Europe Office in the summer of 1999, CAPT DiLorenzo served as the Executive Officer in the TRICARE Central Region Lead Agent's office, where she was instrumental in the development and implementation of the TRICARE Senior Prime Demonstration Project in the Colorado Springs area.

A proven expert in the managed care/healthcare management arena, CAPT DiLorenzo has taught numerous classes and presented at the yearly TRICARE Conferences sponsored by the TRICARE Management Activity. As an advocate for TRICARE, her goal is to ensure all of our beneficiaries receive quality, cost effective health care.



**TRICARE Europe Office Medical Service Corps Officers (left to right) CPT (P) Eric Edwards, Capt (sel) Derek Eckley, CDR (sel) Steve Keener, Lt Col Tom Haines, MAJ Kevin Forrest, CAPT Cindy DiLorenzo.**

### **Lt Col Tom Haines, USAF**

Lt Col Haines is the Chief, Regional Operations Division, where his responsibilities include developing, executing, and overseeing the TRICARE Overseas Program for TRICARE Europe. He and his staff interface with the other Regional offices, the TRICARE Management Activity, the Military Treatment Facilities and their staffs on all TRICARE benefit and policy issues. Lt Col Haines enlisted in the Air Force in 1977. While on active duty, Lt Col Haines earned his Bachelor of Science Degree in Business and Management from the University of Maryland, and received a commission in the Air Force Medical Service Corps in April 1986. He earned a Master of Health Administration from Baylor University in 1994. He joined the staff at the TRICARE Europe Office in October 2000. Under his guidance and leadership, the Regional Operations Division has developed into a cohesive, customer service oriented team.

Before joining the TEO staff, Lt Col Haines was the Administrator of the 86th Medical Group, Ramstein AB Germany. During this assignment, he served as the Commander, 86th Expeditionary Medical Squadron and was deployed to Chisinau Moldova in support of the Department of State's Operation Provide Hope. Lt Col Haines has held a number of other positions in the Air Force Medical Service. His assignments include medical manpower management at HQ USAF, Assistant Executive Officer to the Air Force Surgeon General, medical recruiter, squadron section commander, readiness officer, and resource management officer. In each of these assignments, Lt Col Haines' calm, team - building personality has proven to be instrumental in his success as an Air Force Medical Service Corps officer.

**See TRICARE *Europe* MSCs Pg. 9**





## **TRICARE *Europe* MSCs from Pg. 8**



A proven professional, Lt Col Haines brings his dedication, administrative expertise, and leadership experience to his current challenges in the TRICARE Europe Office. Lt Col Haines' critical thinking and his belief in the Military Health System and the TRICARE Program make him a superb staff officer.

### **CDR (sel) Steve Keener, USN**

CDR (sel) Keener joined the TRICARE Europe Office staff in May 2001. Commissioned as a Lieutenant Junior Grade in April 1988, CDR (sel) Keener has held a number of administrative positions in the Navy. He received his Master Degree in Business Administration from National University in San Diego. Currently CDR (sel) Keener is the TRICARE Europe Remote Site Healthcare Program Manager. In this capacity, he has been instrumental in the development and implementation of a remote site healthcare program for the TRICARE Europe Region. This program, as it matures, will guarantee quality, cost effective care to our active duty and their families assigned in the remote locations throughout the Region. He has also played an extremely important role in the development of a worldwide remote site healthcare program, working closely with the other two overseas Lead Agents' staff.

CDR (sel) Keener has served in a number of challenging positions in Navy Medicine. He has been assigned as the Director for Administration at the Naval Submarine Medical Research Laboratory, Groton, CT; Executive Assistant to the Chief, Naval Dental Corps at the Bureau of Medicine and Surgery; Head, Patient Administration, Naval Hospital, Pensacola, Naval Hospital, Cherry Point, and Naval Hospital, Subic Bay. During his tour in Pensacola, CDR (sel) Keener was deployed with Fleet Hospital 5 to Zagreb, Croatia. His most recent assignment, prior to joining the staff in the TRICARE Europe Office, was as the detailee (assignment officer) for the Medical Corps.

CDR (sel) Keener's experience, both in the MTF and with the deployed forces, make him the perfect candidate to run the TRICARE Europe Remote Site Healthcare Program. He has the breadth of knowledge required for the complications and issues that arise from these very remote sites. His dedication and commitment to the TRICARE beneficiary, wherever that beneficiary is stationed/living, makes him a true advocate for the Program.

### **MAJ Kevin Forrest, USA**

MAJ Forrest joined the TRICARE Europe Team in August 2001 and serves as the Chief, Population Health Programs and Data Management. In this capacity, he was instrumental in negotiating a Health Care Information Line (HCIL) contract, which will save the Military Health System over \$600,000.

MAJ Forrest enlisted in the U.S. Army Reserve in 1986 as a Medical Laboratory Technician. Upon his graduation from the University of New Hampshire where he earned his Bachelors of Science Degree in Medical Technology, MAJ Forrest was commissioned as a Second Lieutenant in the Army Medical Service Corps. He earned his Master of Science from the University of Massachusetts-Lowell in 1998.

MAJ Forrest joined the TRICARE Europe staff following his assignment as the Administrative Director, Department of Pathology, Blanchfield Army Community Hospital, Fort Campbell, Kentucky. During his tour at Fort Campbell, MAJ Forrest deployed to El Salvador as the Area Joint Blood officer in support of Hurricane Mitch Disaster Relief Operations. His previous assignments include various laboratory positions at Fort Stewart, Georgia and Fort Ord, California. MAJ Forrest has recently decided to specialize in healthcare administration, where his science background, as well as his administrative experience in the laboratory will serve him well.

MAJ Forrest's dedication and enthusiasm provide the TRICARE Europe Office with another extremely talented officer. He continues to demonstrate the professionalism and team building skills his past successes have been built on. We are lucky to have MAJ Forrest as part of our staff.

### **CPT (P) Eric Edwards, USA**

CPT(P) Edwards joined the TRICARE Europe staff in December 2000 as an Administrative Resident. He came to the office from the University of Alabama-Birmingham's graduate program in health administration. CPT (P) Edwards enlisted in the Army in 1990 and was commissioned as a Second Lieutenant in the Army Medical Service Corps in August 1992 after receiving his Bachelor of Science Degree in Business Administration from Auburn University.

Currently, CPT (P) Edwards serves as the Resource Manager for the TRICARE Europe Office where he is responsible for a number of service contracts and a budget in excess of \$8M. Previous assignments include Company Commander at the 41st Combat Support Hospital, Fort Sam Houston, Texas. During this assignment, he was deployed on various training and humanitarian support missions in Honduras and the Balkans. He has also served in a number of non traditional Medical Service Corps positions including Medical Platoon Leader, 1st Battalion, 34th Armor, 1st Infantry Division, Fort Riley, KS; Company Executive Officer, Headquarters Company, Division Material Management Center DISCOM; and Aide-de-Camp to the Assistant Division Commander, 1st Infantry Division.

CPT (P) Edwards brings the "line" perspective to the TRICARE Europe Office. A detailed, dedicated officer, CPT (P) Edwards has become a valuable member of the TRICARE Europe team.

**See TRICARE MSCs Pg. 10**

*Compass Apr - Jun 2002*

## TRICARE Europe MSCs



### Capt (sel) Derek Eckley, USAF

Capt (sel) Eckley is the Chief Information Officer for the TRICARE Europe Office. He enlisted in the Air Force in September 1987 as a Medical Administrative Specialist. He earned his Bachelor of Business Management Degree in Management Information Systems from the University of Alaska-Anchorage in 1998 and was commissioned as a Second Lieutenant in the Air Force Medical Service Corps.

Capt (sel) Eckley's assignment prior to coming to TRICARE Europe was as Chief, Clinical Systems at the 366th Medical Group, Mountain Home AFB, Idaho. In this position he was instrumental in making the 366th MDG the first DoD site to fully deploy and beta test the Clinical Integrated Workstation program, a graphical user interface to the Composite Health Care System. As a Medical Administrative Assistant, 1Lt Eckley worked in a variety of administrative and enlisted leadership positions.

Capt (sel) Eckley's technical ability and leadership skills have greatly contributed to the responsiveness of the TRICARE Europe Office's Information Management Division. He works diligently to ensure that there are consistent improvements to the quality of data needed to implement and maintain the TRICARE Overseas Program in TRICARE Europe. Capt (sel) Eckley is a highly effective member of the TRICARE Europe staff.

The TRICARE Europe Office is fortunate to have these multi - talented, dedicated professionals as part of the **TRICARE TEAM!** We would like to thank them all for their commitment to and enthusiasm for TRICARE!



## New Website for BCAC/ DCAO Information

By MSgt Ron Peoples,  
TRICARE Europe BCAC

There is a new website available for BCACs and DCAOs to obtain and share information. The site is a hidden URL web page that will house items of interest, answers to questions, and updates. Each BCAC and DCAO should receive an email with the subject heading "URL Update" when new items are posted. This site is dedicated to BCACs and DCAOs and is linked to your email address. Please ensure you update your email address through the TRICARE Europe BCAC if there have been any changes.

Copy the address to your favorites so you can easily find the site.

<http://www.tricare.osd.mil/1bcac3263827/1138/default.cfm>

## TRICARE Europe Marketing News

By Bonita Ducharme  
TEO Public Affairs Assistant

The TEO Marketing office has reached out to ensure all TRICARE Europe TSC Marketing Product POCs were trained in the use of the TRICARE Europe and TMA Online Marketing Order product websites. The TMA TRICARE Store website is available to provide the overseas TSCs with a direct link to order TMA marketing products reducing waiting time for delivery. Also for TSCs with limited storage, inventory levels can be managed monthly without excess and the need to continually reorganize the space available.

TEO will still coordinate and purchase orders for Basic Passport booklets, HCIL Communication Kits, Take Care of Your Child, and Take Care of Yourself books on a semi - annual basis in April and October.

If you do not have an established Marketing Order/Marketing Order Verification Userid and Password, please contact:

Mrs. Bonita Ducharme or

Mrs. Deann Haase for assistance @

bonita.ducharme@europe.tricare.osd.mil or

marla.haase@europe.tricare.osd.mil or

DSN: 496-6315 or 496-6322

Commercial: 49- 6302 - 67 - 6315/6322

## TRICARE Europe Centralized TSC Relocation Update

The TRICARE Europe Centralized TSC (CTSC) that is utilized primarily for remote site personnel, continues to provide information and assistance with TRICARE Program benefits, to include the Preferred Provider Network, Point of Contact Program, claims problems, and forms. The CTSC can also be contacted for portability issues.

Recently the CTSC moved from the local Einsiedlerhof, Germany office to the TRICARE Europe Office, Sembach. There have been important address and telephone information changes. For CTSC assistance you can contact :

**TRICARE Europe Office**  
**Attn: TRICARE Europe CTSC**  
**Unit 10310**  
**Room 425**  
**APO AE 09136**

DSN: 496-7433/7434

Commercial: 49- 6302 - 67 - 7433/7434  
or

DSN Fax: 496-6374

Commercial Fax: 49 - 06302 - 67 - 6374  
or

E-mail: teurope@europe.tricare.osd.mil